



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Application of:

Michael W. Brown et al.

Serial No.: 10/015,264

Filed: 12/12/2001

Title: Promoting Caller Voice Browsing
in a Hold Queue

Before the Examiner:

Group Art Unit: 2645

Intellectual Property Law Department

International Business Machines Corporation

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January 22, 2004

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Thank you,

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2642

PTO/SB/21 (08-03)

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	Filing Date	12/12/2001	
	First Named Inventor	Michael W. Brown	
	Art Unit	2643	
	Examiner Name		
Total Number of Pages in This Submission	2	Attorney Docket Number	AUS920010826US1

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